KY Department for Behavioral Health, Developmental & Intellectual Disabilities

Quality Management Outcomes Team
Meeting Minutes
August 26, 2010   12:30 p.m. – 4:00 p.m. (*EST*)

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- **Meeting Overview**
  Today, we discussed Dashboard Indicators and Client Outcomes. For several items, we started meaningful and productive discussions and the group would like to continue those conversations at our next meeting.

- **The next meeting of QMOT is November 3, 2010.**

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Attending Representatives:

KDMHMRS:

Mental Health / Substance Abuse:
Jeff Jamar
Michele McCarthy
Tena Robbins
Missy Runyon

Mental Retardation:
Kedra Fitzpatrick

Administration & Financial Management:
(Facilitator) Hope Barrett
Susan Walker

Commissioner's Office:
Dr. Allen Brenzel

Regional MH/MR Boards

Four Rivers:	Joseph Stambaugh
Pennyroyal:	Kecia Fulcher
River Valley:	Mary Kay Lamb
Lifeskills:	Doug Bradley
Communicare:	Missy Brown
Seven Counties:	Tish Geftos
Northkey:	Nan Genther
Comprehend:	Dave Sugarbaker
Pathways:	Betsy Jackson
Mountain:	Dorian Moe
Kentucky River:	Dave Matthews
Cumberland River	Kathy Tremaine
	Linda Moyer
Adanta:	not attending
Bluegrass:	Cindy Faulkner

KARP   Carl Boes

University of Kentucky
Center on Drug & Alcohol Research
not attending

Institute for Pharmaceutical Outcomes and Policy (IPOP)
Brent Seeders
- Jeanne Clark

Welcome & Introductions

1. ## Training / Discussion

   ▪ ## Perception of Care - Adult MHSIP and YSS-F

   - The group reviewed the 2010 Implementation Calendar
     - ➢ December 10, 2009 - Form orders taken from QMOT Representatives
     - ➢ February 25, 2010 – Forms distributed
     - ➢ April/May 2010 – Survey's completed
     - ➢ July 1, 2010 – Completed Forms due to RDMC (IPOP) at this **NEW address:**

       IPOP
       789 South Limestone Room 180
       Lexington, KY 40536-0596
       Attn: Brent Seeders
     - ➢ August 1, 2010 – IPOP completes the Statewide Analyses and
       the Region Specific Analyses.
       - Requests taken for Region-Specific Charts\Booklets
     - ➢ November 1, 2010 - Statewide Charts\Booklets Completed
     - ➢ December 15, 2010 - Requests for Region-Specific Charts\Booklets completed.

   - Hope updated everyone that the BHDID is on track for completing the statewide chart by November 1 if not earlier this year.

   - Orders were taken for the Regional booklets; everyone wanted 2 printed copies of each booklet (Statewide, Regional MHSIP, Regional YSS-F). Hope stated that the electronic version (.pdf) will also be available to regions for their own use in printing copies later.

   - At the November 3rd QMOT meeting, Centers will bring the number of forms they want to order for the spring 2011 implementation; this includes English and Spanish versions. The group will also review the 2011 Implementation Calendar on 11/3/2010.

   - Pilot Studies

     - Cumberland River has volunteered to pilot test the paper forms (non-Scantron) at a site this year. Brent will be communicating with Kathy Tremaine soon about the number of forms she'll need for this pilot project.

     - Bluegrass is piloting a web application of the MHSIP Adult Survey. IPOP installed the loaned computer in the waiting room at the Integrated Care center in Lexington on August 20, 2010. Cindy (Bluegrass) mentioned she will pilot it for 1-2 months and will monitor the interruptions that it brings to the staff there.

- <u>Keep your Eyes on the Road and Hands upon the Wheel; Dashboards for Success</u>
  Dave Mathews, *Kentucky River Community Care.*

The handout for this PowerPoint was made available.
This presentation resulted in valuable discussion including:

- **What is a performance indicator?**

  "An indicator is a measure for which we have data, that helps us quantify the achievement of a desired result."
  Friedman, M. (1997) A guide to developing and using performance measures in results-based budgeting. Washington, D.C.: The Finance Project.

- **How do we decide what indicators to put on an "Executive Dashboard" for our agency?** The short answer is:
  - KEEP IN MIND, that DASHBOARDS should BE DYNAMIC; they don't always have to show the same indicators.
  - Indicators should answer "so what".
  - Indicators should show where your agency wants to go.
  - Show the indicators that could negatively impact your organization if not monitored.
  - Include indicators that, while may look 'bad' now, are things you want to improve/change.
  - And MAINLY: What keeps your CEO (or Board Member) up at night?

- **What would a KY Behavioral Health Dashboard Report contain?**
  This question sparked several ideas:
  - ➤ % SMI Employed.
  - ➤ Wait time for first appointment.
  - ➤ # of contracts we have with other entities outside of behavioral health.

  This question sparked a desire to continue this conversation. Everyone agreed to return to the November 3rd meeting with one indicator idea. The group will hear everyone's idea (round robin) and begin pooling the indicators toward a draft KY Behavioral Health Dashboard Report. As the group develops this report for recommending to the Commissioner's Office, it is noted that: 1) our goals need to be clear and have purpose, 2) we must be sure that what we're measuring is something we can impact and 3) we'll need a communications plan.

- <u>Collection of Client Outcomes defined as "the Results of Care/Treatment/Services"</u>
  Tish Geftos, *Seven Counties Services.*

  Discussion Questions:
  - What client outcomes are they currently using in their organizations and
  - If DLA-20/GAF score is not one of those, why.

  Discussion Include:
  - The group reviewed their barriers to using the DLA-20. Reasons include: follow-training is not well managed, not great for functioning levels >70, and we'd prefer more research behind the tool.
  - The group discussed adding Axis V to the Client Data Set in order to store the GAF score that they already maintain for clients. It was identified that as long as we have changes to JCIC by January 30th, we can implement it into the Client Data Set file structure by the following July 1. In other words, IT shouldn't be a barrier to making this happen.
  - For the Nov 3rd meeting, Centers will discuss with their staff the realities/feasibility of adding Axis V to the Client Data Set. We would like it to have three possible entries (GAF at intake, at 6 months, at 1 year).
  - The group would like to continue this conversation at the November 3rd meeting. Hope will attempt to bring to the group ideas of what other states are using for Outcome measures.

2. **Data Review**

   - Health-Mental Health Module

   The group reviewed the attached "Report of the DIG/URS Workgroup on Adding an Optional Health Module for the MHSIP Adult Consumer Survey" (dated July 23, 2010). The group would like to have the data that would result from the 7 health questions included in this module yet would like more discussion and brainstorming on the best implementation. Today's implementation discussion included:

   - Is the MHSIP Adult Survey the best place for this? The survey has a fatigue factor already.
   - We produce a short (half page) survey at another time of year – or along side the MHSIP Adult Survey.
   - Several Centers already collect this:
     - Kecia: Pennyroyal asks these questions of each enrollee in the program supported by their new SAMHSA-awarded "Integrated Health Care Grant".
     - Doug: Lifeskills collects a short depression survey (half page) every time they see a person; they have a high completion rate and it takes less than a minute to complete.
   - Is it possible to begin with a benchmark of how well our MH clients' rate on these health issues by crossing our Client Data Set with DMS data? (diabetes, high cholesterol, smoking, cardiovascular disease, hypertension, asthma, arthritis) Hope will see what's available from DMS before the next meeting.

- Upcoming URS Table: SMHA Initiatives and Services to Meet the Mental Health Needs of Returning Service Members, Veterans, and their Families.

  The group reviewed the new URS table "SMHA Initiatives and Services to Meet the Mental Health Needs of Returning Service Members, Veterans, and their Families" Draft July 27, 2010. This was presented so that everyone knows what is being asked of all state mental health authorities.

- <u>Data Collected about Evidence Based Practices : a round Robin discussion to address the following questions:</u>

  - What data about EBPs do you collect?
  - How is that data useful to you?
  - What other information would be useful for you in the future?
  - Will your electronic medical record contain this information?

  Most of the group were unsure what is being collected for the clients receiving EBPs yet will learn from their staff before the November 3rd QMOT meeting.

3. Updates

4. Next: Meeting Schedule

<u>The next QMOT meeting is:</u>
DATE: November 3, 2010 *(NOTE: this date is a change from our normal 4th Thursday)*
TIME: 12:30 p.m. – 4:00 p.m.
LOCATION: Option A) in person – KBHDID, 100 Fair Oaks Lane 4th floor, Frankfort, KY
"Small Conference Room"
Option B) video conferencing - Meeting Room #: 1801364
Option C) teleconference (audio only)
1. Dial (502) 875-9991   You will hear a voice prompt asking you to enter your conference ID followed by the # sign.
2. Enter "1801364#".
3. You will be automatically joined into the conference.

This group meets bimonthly 4th Thursday 12:30 p.m. – 4:00 p.m. *(Eastern Standard Time)*
Please check the QMOT web site for updated details on calendar events:
http://mhmr.ky.gov/cmhc/qmot.asp

Fiscal Year 2011
- ~~October 28, 2010~~ (rescheduled to November 3)
- ~~December 9, 2010~~ (rescheduled November 3)
- **February 24, 2011**
- **April 28, 2011**
- **June 23, 2011**